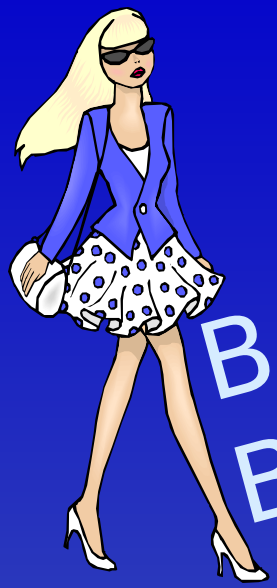


Baby Boomer

Veter an

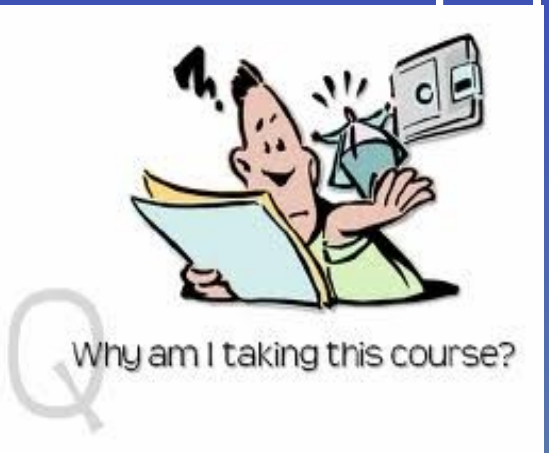
Understanding Generational Differences

Nexters

Generation X

WIIFM

- Learn about the differences of each generation.
- Learn the best ways to train each generation
- How to manage Gen Y employee's
- How toMinimize conflict in the workplace



Evidence there is conflict

“They have no work ethic. They’re a bunch of slackers.”

“So I told my boss. If you’re looking for loyalty buy a dog.”

“If I hear, ‘We tried that in ‘87 one more time I’ll hurl.’”

“Lighten up! Work should be fun.”

“I wouldn’t be caught dead wearing that.”

“I have a new rule. I will not attend meetings that start after 5 P.M. I have a life”

Visual of the Generation Gap

Traditionalists

Traditionalists 1922 – 1946
52.0 Million

- Veterans, WW II Gen, Seniors, Silent Gen, Matures, Veterans

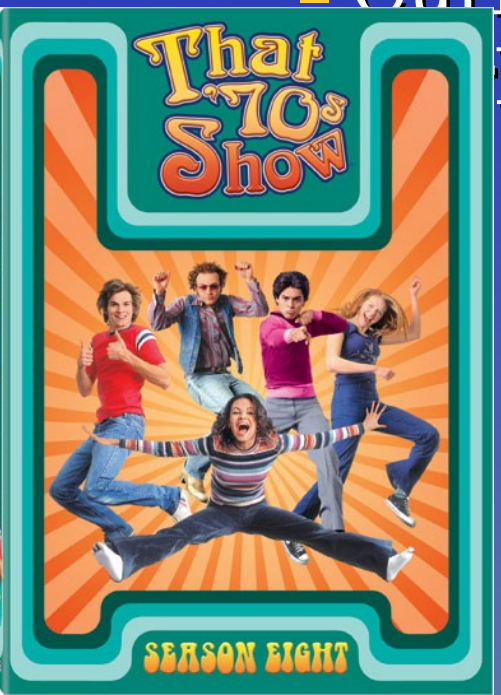
e up about 6% of the wo
y

Baby Boomers

Baby Boomers 1947 - 1964

73.2 Million

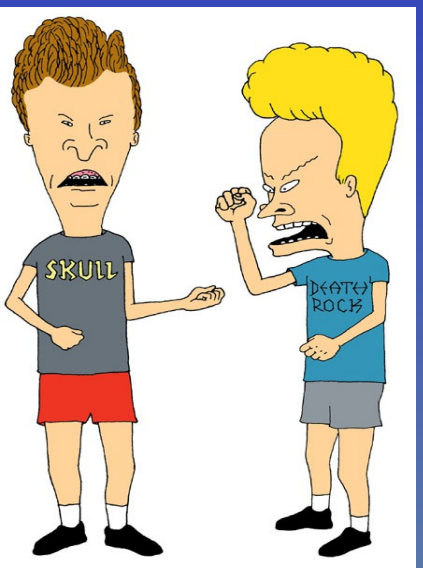
- Boomers
- Currently about 41% of the kforce.

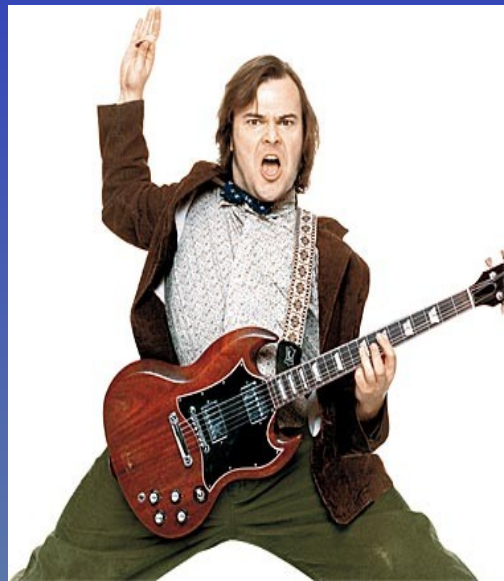


Gen X-ers

Gen X-ers 1965 – 1977 70.1 Million

- Twenty Somethings, Thirteeners, Baby Busters, Post Boomers
- Currently make up 29%



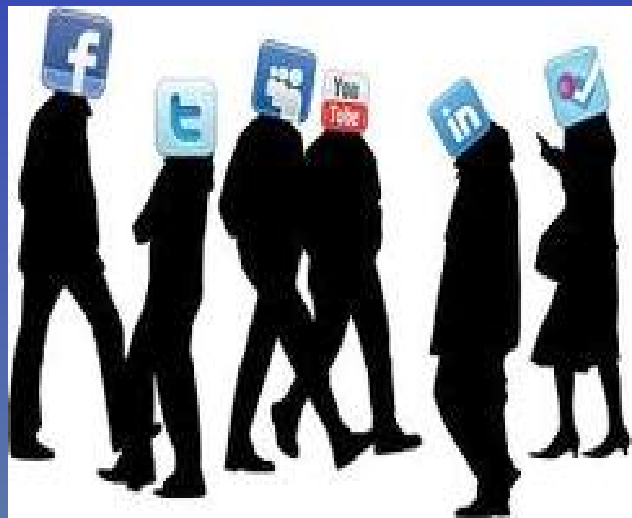


Millennials

Millennials 1978 - 1994 69.7 Million

- Nexters, Generation Y, Generation 2001, Nintendo Gen, Gen Net Internet Connection

ently make up 24%



“People resemble their times more than they resemble their parents.”

How Generation Outlooks Differ

Pg 25-36

Group Exercise
Differnet Generations

Training the Generation Gap

"Each has their own learning style based usually on the way they were taught in school."

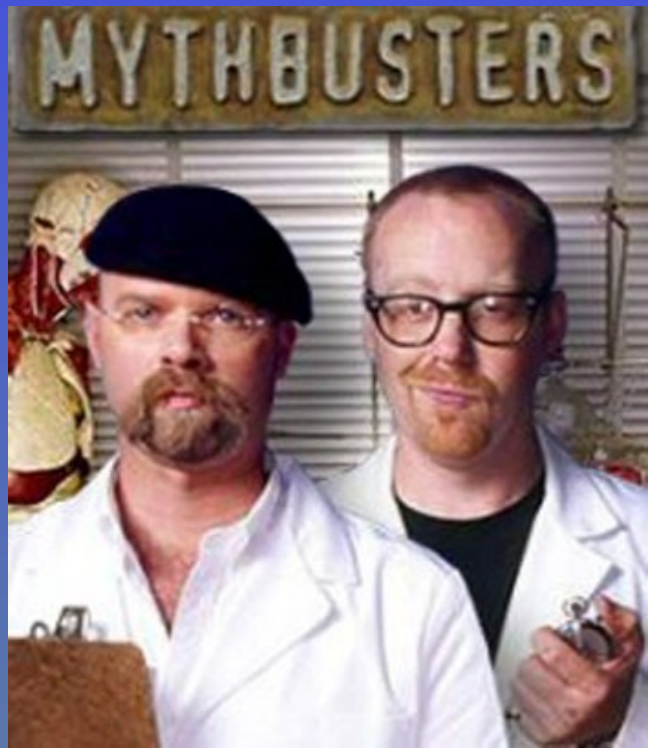
Individual Exercise

Pg 10-11

Workplace Assessment

Group Discussion
Truths and Myths of Gen Y

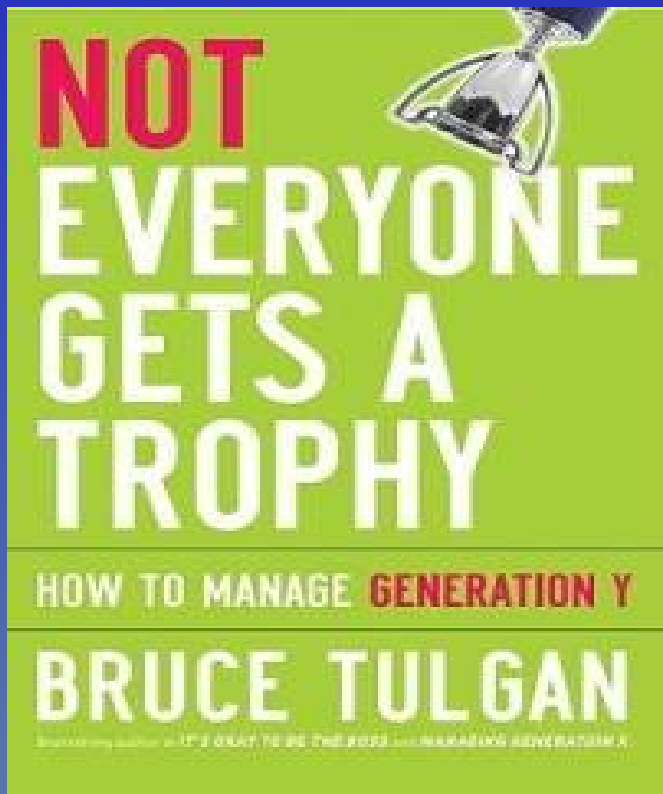
Pg 11



Bruce Tulgan Video

Pg 17

- Follow along in your workbooks



Cross Generational Techniques

Pg 16

- **G** ive choices
- **E** nfoce Individual Accountability
- **N** etworking Opportunities
- **E** xperiences that teach
- **R** equire Participation
- **A** ssign Group Roles
- **T** eam Environment
- **I** ndividual Work
- **O** ptimistic Outlook
- **N** otice Excellence Offline
- **S** witching up activities

Cross Generational Techniques

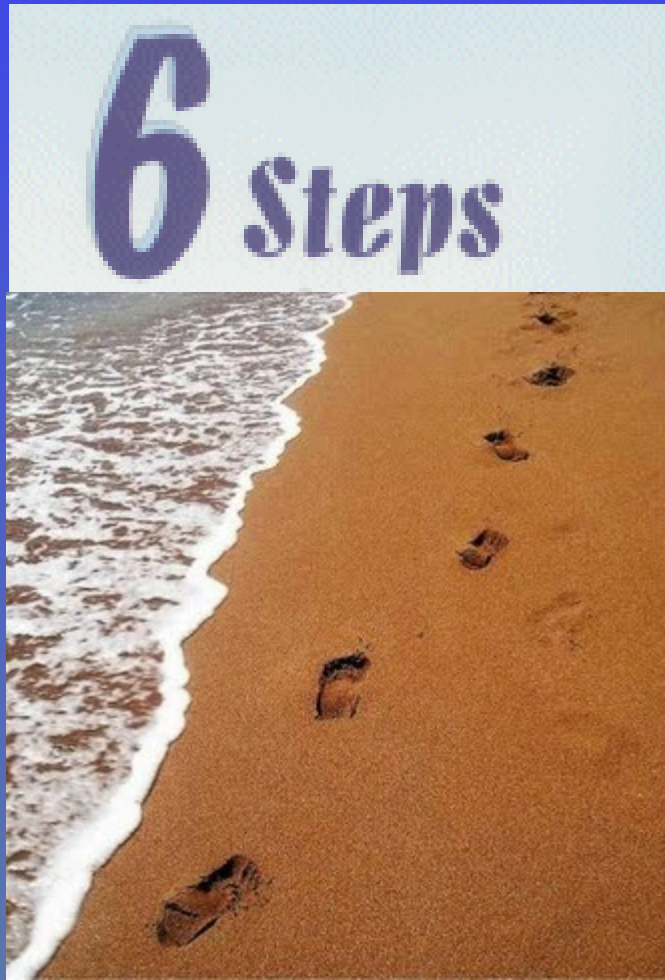
- **A** ccomodate employee differences
- **C** reate workplace choices
- **O** perate from a sophisticated management style
- **R** espect competence and ini
- **N** ourish retenetion

Pg 17

Six Steps for Resolving Generational Conflict

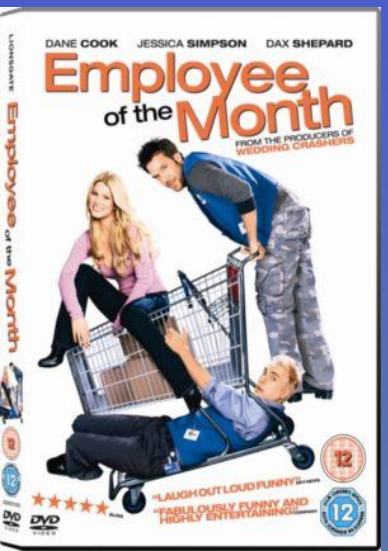
Pg 18

1. Do your homework
2. Open the debate
3. Open your ears
4. Open your mouth
5. Open your mind
6. Close the deal



Bridging the Generation Gaps

- What characteristics does the “perfect employee” have?
  - Knowledge
  - Skills
  - Experiences
  - Attitudes



Action Plan

- Take 7 minutes to comp
- Stand up when finished

Pg 19

Bridging the Generations Gap….

“Remember the Golden Rule?
“Treat others as you would like to be treated.”

Change it to the Platinum Rule:
“Treat others as they would like to be treated.”